



# COMMUTER LINES

Volume 13, Number 4

4th Quarter 2006

## DOTD launches 511 traveler information system

Travelers in Louisiana are now able to access around-the-clock, real-time traffic and road condition updates by dialing 511 or visiting [www.511la.org](http://www.511la.org), DOTD announced in December.

The new voice-activated 511 Traveler Information Service is now available to most Louisiana wireless and landline telephone users.

The service allows callers to access up-to-date information about construction activities, weather-related road conditions and critical incidents simply by saying the route or region about which they are seeking information.

Traveler information is also available on Louisiana's new 511 Traveler Information Web site. By knowing road



### Travel Info

conditions before leaving home, motorists will be able to make critical decisions about their trips.

"Providing Louisiana residents and visitors with timely information about travel conditions is one of the most important services DOTD can provide," said DOTD Secretary Johnny B. Bradberry. "This tool will help travelers make

pre-trip planning decisions and en-route decisions. More importantly, this information will help drivers make safer driving decisions."

DOTD keeps the system's construction and weather-related information updated, and Louisiana State Police updates information about incidents that significantly affect traffic.

Louisiana is the 27th state to launch the 511 Traveler Information Service, which is part of a nationwide effort to provide consistent and reliable traveler information.

The Federal Communications Commission designated 511 as the national traveler information phone number in July 2000, in response to a

*See 511, page 7*

## ATTENTION DOTD RETIREES

DOTD retirees who would like to continue receiving "Commuter Lines" should contact DOTD's Customer Service Center by calling 1-877-4LADOTD (1-877-452-3683) or by e-mailing [customerservice@dotd.la.gov](mailto:customerservice@dotd.la.gov). If we don't hear from you by March 31, your name will be removed from the mailing list. Thank you.

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# BITS AND PIECES

SECRETARY JOHNNY B. BRADBERRY

## What are Monday mornings missing?

No matter how much you love your job or the people with whom you work, chances are you do not like Monday mornings. Have you ever wondered why? Shouldn't Friday be a more dreaded day, the day before your weekend starts, the last obstacle to be overcome, the last chore to be finished before doing what you want to do?

I believe the answer has to do with momentum. By the time Friday comes, you're already on a "working roll." You've got four days of work under your belt – what's one more day before you hit the weekend? Your momentum is at its peak. On the other hand, Monday means you're "starting over," cranking up your cold work engine to sputter forward. Your momentum doesn't even exist.

Webster's Unabridged Dictionary defines momentum as "the force of motion acquired by a moving body as a result of the *continuance* of its motion (emphasis added)." In other words, by simply moving forward with a task, we acquire extra help in the form of momentum. It's a bonus we get for just getting started.

Since January of 2005, more than 400 DOTD employees have built up momentum by participating in Change Management Team activities. These employees have examined 21 business processes and have plotted new courses for each one. These broad business processes touch many areas of

DOTD and are changing "the way we have always done things." It hasn't been easy. All teams have had some form of resistance to overcome, but the team members believed strongly in the need for change and began to move toward solutions. As positive change took place, the excitement became infectious, and other employees became motivated to join the movement.

In his book, "The Mars Pathfinder-Approach to 'Faster-Better-Cheaper,'" Price Pritchett discusses the importance of momentum in organizations:

*"Momentum stands as a high priority because schedule slippages carry such heavy costs. In particular, they waste time, a precious and irreplaceable resource. Idling down also causes us to learn more slowly, miss opportunities, and burn up more energy getting started again. We should stay on the go, rather than allowing the organization's metabolism to get sluggish . . . The secret is to stay on the offensive. To keep moving and push ahead. This actually forces us to be more innovative, just as it helps us to hold our speed."*

My message to you is this: If you haven't joined a team yet, get caught up in the excitement. Join or lead a team and offer your ideas and expertise. If you're on a team, keep pushing for innovative solutions to improve the way we deliver services. The momentum is there. Monday morning is in our rear-view mirror.



### ON THE ROAD WITH BRADBERRY ABBREVIATED CALENDAR

#### OCTOBER

- 4 CPRA Steering Committee
- 5 Lunch n' Learn
- 9 Monroe delegation meeting
- 10 Port Fourchon/LOOP tour
- 11 Lafayette CEOs meeting
- 16 I-49 meeting in Rogers, AR
- 18 Joint Legislative Committee on Transportation
- 26-31 AASHTO annual meeting

#### NOVEMBER

- 1 Picardy Interchange Ribbon-Cutting Ceremony
- 2 Sunrise Rotary Club Presentation LTM Annual update on TIMED
- 3 Engineering Conference General Session
- 14,15 Legislative Road Shows
- 17 Speech at the ACEC
- 22 LaCPR Steering Committee
- 28 Legislative Road Shows

#### DECEMBER

- 1 Meeting with the Dutch Ambassador
- 4 Joint committee on Coastal Restoration and Flood Control

#### SECRETARY

Johnny B. Bradberry

#### DEPUTY SECRETARY

Cedric Grant

#### COMMUTER LINES STAFF

Mark Lambert  
Dustin Annison  
Peggy Bueche  
Sherry Dupre  
Brendan Rush



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# Oldest state employee retires from DOTD at 89

**O**n Nov. 30, Monia Joyner, the oldest classified state employee currently employed in the Louisiana civil service system, retired from DOTD at age 89.

She will be greatly missed after a 34-year career at DOTD's District 58 Chase office.

Joyner had been a nurse's aide early in life. In 1938, she married Rev. Lee Roy Joyner Sr. and became a homemaker to raise their children.

When Joyner was in her mid-50s, she lost her husband and had to take on the role of breadwinner for her family. Preparing to re-enter the work force, she enrolled in secretarial classes at what is now Louisiana Technical College – 36 years after her high school graduation.

On Oct. 17, 1972, two days before she turned 55, Joyner began her career as a typist clerk for the Louisiana Department of Highways, a precursor to today's DOTD.

Joyner quickly moved up the ranks to become an administrative secretary for District 58 and has since served under five construction engineers: Houston Champlin, Bill Kaufman, Bill Forrest, Ricky Moon and Ken Free.

"She wrote the manual on how to manage a construction office," said Ricky Moon, DOTD District 58 administrator. "She is an icon and everyone enjoys working with her."

"She is one of the most dedicated and conscientious people I know," said Ken Free, Joyner's current supervisor and District 58 construction engineer. "Her work record is impeccable."

"She is an inspiration to everyone," said Neal West, DOTD project engineer and Joyner's fellow employee for 29 years. "She is always cheerful and ready to help."

"She has remained as energetic and up-to-date with technology as much as any of the newer employees,"



said Susan Eldridge, a fellow employee for 30 years.

In addition to her career with DOTD, Joyner is active in her church. She is a Sunday school teacher and organist for the Long Cherry Baptist Church in Mangham, La.

She is looking forward to retirement and enjoys reading and sewing. She also plans to spend time with her 11 grandchildren and five great-grandchildren.

## DOTD earns national award for Katrina evacuation *Agency also recognized for innovative Process Improvement Initiative*

**D**OTD picked up two national awards Nov. 14, including a Gold Award for its evacuation operations that helped more than 1 million people leave the New Orleans area before Hurricane Katrina struck.

The National Partnership for Highway Quality (NPHQ), a group of government and private industry

transportation leaders, announced the awards at the NPHQ's national meeting at The Hilton in downtown New Orleans.

"This prestigious award from the NPHQ recognizes the success of the Katrina evacuation," DOTD Secretary Johnny B. Bradberry said. "DOTD employees saved thousands of lives by developing and executing an excellent evacuation plan that has become a national model."

The Gold Award was given to DOTD in the "Partnering" category because of the department's leadership in working with other evacuation task force members, including State Police, the Governor's Office of Homeland Security and Emergency Preparedness, and the New Orleans and Baton Rouge American Red Cross chapters. The state also consulted with Mississippi transportation officials.

DOTD also took home a Bronze Award in the "Risk Taking" category for its agencywide process improvement program.



*From left, Steve Glascock and Cedric Grant of DOTD accept a National Partnership for Highway Quality (NPHQ) award from Dave Geiger and Doug Rose, NPHQ co-chairs.*

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# I-10/Picardy interchange opens in Baton Rouge

The road to the mall just got a little easier for anyone who is shopping or traveling between Bluebonnet Boulevard and Siegen Lane in Baton Rouge.

The I-10/Picardy Avenue Interchange opened for traffic Nov. 1. The interchange is designed to relieve some of the traffic congestion on Bluebonnet and on I-10 between Bluebonnet and Siegen.

The completed project adds a new overpass above I-10 providing access to the Mall of Louisiana via the new Picardy extension. The overpass also connects with two new frontage roads that parallel I-10 between



*From left, Father Mike Schatzle of St. George Church, Danny Hester of James Construction Group, Secretary Johnny B. Bradberry of DOTD, Baton Rouge Mayor-President Melvin "Kip" Holden, Louisiana State Representative William Daniel, Baton Rouge Metropolitan Councilman Pat Culbertson, and Todd Denton of the Mall of Louisiana celebrate the opening of the new intersection near the Mall of Louisiana in Baton Rouge.*

Bluebonnet and Siegen. Each of the frontage roads consists of two 12-foot lanes and provide ramps to I-10.

"The traffic in this area was

already bad," said DOTD Secretary Johnny B. Bradberry. "Add to that the increase in population due to the hurricanes, and you can see that this project's completion is a welcome relief for this area, not only for today, but for the future."

The contractor for the \$50.6 million project was James Construction Group, LLC. The project was begun April 2004. Funding for this project was provided through East Baton Rouge Parish, DOTD and the Federal Highway Administration.

DOTD marked the opening of the interchange Nov. 1 with a ribbon-cutting ceremony, hosted by Secretary Johnny B. Bradberry.

## DOTD marks construction of La. 3213 extension

DOTD hosted a groundbreaking ceremony Oct. 19 for the extension of La. 3213 from the Veterans Memorial Bridge to La. 3127.

"The extension is extremely important because it is an essential part of the state's long-range hurricane evacuation plan," said DOTD Deputy Secretary Cedric Grant. "The citizens of South Louisiana will be much safer at the end of this project."

In addition to Grant, Sen. Jody Amedee, Rep. Roy Quezaire, St. John the Baptist Parish President Nickie Monica and St. James Parish Councilman Elton Aubert also spoke at the event.

Phase 1 of the 4.56-mile project involves constructing two 12-foot travel lanes from the Veterans Memorial Bridge to La. 3127 via La. 3213. Turn lanes will also be added to La. 3127 at its new intersection with La. 3213. Phase 1 will be complete by the end of 2007 at a cost of \$14.3 million.

Byron E. Talbot Contractor Inc. is the construction contractor for Phase 1 of the project, and URS Inc. was the engineering consultant who designed the project. The DOTD project engineer is Clay Hollowell.



*Rep. Roy J. Quezaire Jr. (left), Sen. Jody Amedee (second from left), St. James Parish Councilman Elton Aubert (third from left), St. John the Baptist Parish President Nickie Monica (fourth from right), Cedric Grant of DOTD (right) and ceremony guests kick off the construction of the La. 3213 extension.*

Phase 2, scheduled to be let at the end of 2007, involves construction of a railroad overpass bridge on La. 3213 and a frontage road system. It will cost approximately \$14 million.

Phase 3 will construct two additional travel lanes and another railroad overpass bridge on La. 3213. The letting date and cost are unavailable at this time.



# Spotlight on Customer Service

## Courtesy best way to counter rude behavior

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by Peggy Bueche  
*Customer Service Manager*

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Rudeness reveals character. How would you describe your character? Webster's Dictionary defines rudeness as "ill-mannered, discourteous, aggressive, sarcastic" and just plain "bad manners."

As DOTD's customer service manager, I'm appalled when I receive messages from the public describing rude interactions with certain DOTD employees. After documenting such complaints, I immediately forward the information to the employee's supervisor for investigation and further action.

I know we are all under stress and sometimes pushed to the limit. However, no matter the situation, there is **no excuse** for rude behavior. I'm not saying that we have to accept abusive behavior. But, we can learn the necessary skills to remain courteous in the face of rudeness. Here are some suggestions excerpted from "The Management Report" (my comments are in parentheses):

1. **Thank the person for his/her comments** (What? Thank them? My first thought is, "What a moron") – **even if those comments were shouted at you.** Remember: The attack is not personal, so don't treat it that way. Keep your cool.

2. **Start your half of the conversation with the phrase: "Let me see if I understand you completely."** Then restate the person's argument – slowly. This does two things: 1) It gives the person a chance to calm down; and 2) It shows that you are truly listening, and are taking the concerns seriously.

3. **Find at least one thing in the argument you can agree with.** Even if you think the complaint as a whole is nonsense, pick out one major point you can

agree with. Build your rebuttal on that one point. (For instance: "Well, Mr. Jones, I can certainly see your point about that DOTD driver. I'm glad you are safe, and I hope that doesn't happen again. Did you get any identifying information, perhaps a vehicle number or a type of truck?" By showing that you are not defensive about the situation, it shows that you really want to solve or at least help with the situation – not duck, blame or make excuses for it.)

4. **Solve the problem, if possible.** Remember, when customers are irate, what they are really saying is, "I have a problem." Solve that problem or at least listen and explain in a calm manner why you can't solve the problem or give them a time frame of when the problem will be resolved.

The bottom line: I believe the person wants to be heard. I hope each of you strives for continuous improvement in treating others with dignity, courtesy and respect.




The winner of this quarter's A-B-C-D (Above and Beyond the Call of Duty) Awards is **Ernest B. Sanchez**, Parish Maintenance Superintendent in District 61/Gang 520 for his attention to the DOTD value "people."

Mr. Sanchez's co-worker nominated him because when his gang didn't have an applicator qualified to spray herbicide, Ernest stepped up to the plate and took on that responsibility, in addition to his own job duties.


We would like to honor Ernest for his dedication, skills and responsible actions. Congratulations, Ernest!

# NEWS BRIEFS



 DOTD Secretary Johnny B. Bradberry briefed news media in Slidell Dec. 19 on the progress of the Twin Span Bridge replacement project. The second phase of the project was let to Traylor/Kiewitsouth/Massmann joint venture in November.




 Members of China Huaxing Group U.S.A. LTD listen to Carla Parent explain the department's procurement process. The Chinese Delegation represented a state-sponsored company with interests in construction, construction materials and contracting throughout China.



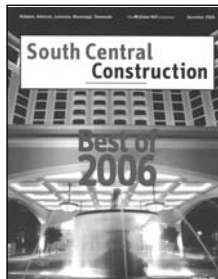
DOTD employees, Operation Lifesaver and Union Pacific Railroad invited local officials and media to board the Union Pacific Heritage passenger car Nov. 14 to discuss railroad crossing safety and responsibilities. The trip was part of a two-day event: the first day the car traveled from Livonia, La., to Kinder, La., and the second day from DeRidder, La., to Lake Charles, La. Mark Saurez of DOTD briefed attendees on the Federal Railroad Crossing Safety Program, state and local authority and responsibilities, and crossing statistics and closure criteria.



 At the 2006 Worker of the Year Award's Luncheon held Dec. 1, the Employment Development Services (EDS) Golden Vision Award was presented to DOTD Procurement Director Dana Watlington. The plaque states that she "has consistently shown support and confidence in persons with severe disabilities" and "demonstrated through action that the worth of a human being is in what they can do rather than in what they cannot do!" The Golden Vision Award, the highest award issued by EDS, has only been presented to two other individuals since its inception 19 years ago.



The winners of the Books Are Fun drawings, from left, are Monique Ard of DOTD's bridge section, Dee Ann Stephen of the DOTD cafeteria, and Carolyn Thompson of DOTD's construction section.



DOTD was honored by "South Central Construction" magazine with a Best of 2006 Judges' Award in Construction for fast-tracking emergency repairs on the I-10 Twin Span Bridge following Hurricane Katrina. Winners are chosen from 100 nominations in 16 construction categories and four design categories. Nominees for the award are judged by five criteria: solutions to challenges, project management, construction innovation, client service and safety.



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## 511 (continued from page 1)

1999 U.S. Department of Transportation petition.

At that time, Acadian Ambulance Service Inc. was using 511 as a quick-dial number for ambulance service from landline phones. DOTD worked out an agreement with Acadian Ambulance, so callers in parishes the company serves can still use 511 to reach Acadian. Now, callers who dial 511 from a landline phone in Acadian Ambulance parishes will be able to choose whether to be directed to the 511 Traveler Information Service or to the Acadian Ambulance Service.

More than 280 landline and wireless companies provide telecommunication services in Louisiana. Many of these companies have volunteered to make 511 available to their customers as a public service. While 511 is a free service, wireless phone users will still be responsible for normal air-time and roaming charges in accordance with their wireless contracts.

Some telecommunication companies are still making the switch to 511. Callers who experience difficulty reaching 511 from their phones should contact their service provider for assistance. Residents without access to 511, or anyone calling from outside of the state of Louisiana, can access the 511 Traveler Information Service by calling 888-ROAD-511 (888-762-3511).

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## HR HOT TOPICS

### **PAY SCHEDULE CHANGES**

Governor Blanco approved a 14-percent increase in range maximums for the Administrative Schedule (AS), as well as 10-percent increases in range maximums for the Labor/Trades (WS) and Protective Services (PS) Schedules, effective Jan. 15. No employees will receive an immediate increase in pay as the range minimums are not being changed.

### **DOTD TO CONVERT TO STATEWIDE PAYROLL SYSTEM**

DOTD will join the other state agencies of the executive branch and replace its current automated personnel/payroll system with the ISIS HR Statewide Payroll System. The target “go-live” date is June 18. To keep DOTD employees informed of the project status, a Web site is available on the DOTD Intranet (<http://ladot-net/>).

### **SPECIAL ENTRANCE RATES IMPLEMENTED**

In an effort to reduce turnover and enhance recruiting for critical vacancies, DOTD granted new and/or higher Special Entrance Rates (SERs) in November 2006. Accordingly, the salaries of more than 1,000 DOTD employees in affected job titles were either raised to the new SER or increased by 4 percent.

### **RECRUITING ASSISTANCE IS AVAILABLE TO DOTD MANAGERS**

HR provides assistance in publicizing job vacancies, especially for difficult-to-fill positions. Janice Drake, HR Recruiting Manager, is available to develop and place job ads in newspapers, trades journals and electronic newsletters, as well as post positions on electronic job boards. For assistance, contact Janice at (225) 379-1222 or [janicedrake@dotd.la.gov](mailto:janicedrake@dotd.la.gov).

### **EARLY RETIREMENT ACT**

Act 672 of the 2006 Legislative Session provides for early retirement at age 50 with 10 years of service or 20 years of service at any age (benefit will be actuarially reduced). This act, effective Jan. 1, 2007, through Dec. 31, 2008, continues the early retirement option previously established by Act 194. All positions vacated as a result of early retirement will be abolished, and the retiree may not return to state service for two years.

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# PERSONNEL UPDATES

(SEPTEMBER 2006-NOVEMBER 2006)

## NEW HIRES

### DISTRICT 02 – NEW ORLEANS

Troy Anthony Barrios, Jimmie Bickham, Leo Burdis Jr., Joseph Leon Ferrand, Gregory Fredericks, Carl Anthony Harding, Leslie C. McCarty, Al R. Poche, Christopher James Robinson, Larry Gilbert White Jr., Larry Gilbert White Sr., Derrell Williams

### DISTRICT 03 – LAFAYETTE

John Charles Bailey, Aaron Scott Bourque, Bryan A. Cahee, Abel F. Chiasson III, Larry James Collins, Donald R. Durgin, Zackary T. Guillory, Eric P. Hutto, Leslie Hypolite Jr., Mackenzie C. Malbrew, Kenneth A. Millet, Terrell Phillips, Karen B. White

### DISTRICT 04 – BOSSIER CITY

Christopher E. Conly, Joseph A. Emerson, Cortez Hardy, Mary A. Jones

### DISTRICT 05 – MONROE

Alan Ray Arnold, Jacob W. Aswell, Jacob Wade Balch, Christopher J. Brazzel, Richard Adrein Byrd, Willie Joe Farmer Jr., Leonard Bernard Hubbard, Carl L. Jordan II, Paul Sedrick Reynolds, Chadwick R. Richardson, Jeffrey Scott Stapleton, John Trey Thomas, James A. Toney

### DISTRICT 07 – LAKE CHARLES

Cedrick Bellard, Clayton R. Cormier, Valerie Jo Hartnett

### DISTRICT 08 – ALEXANDRIA

Cody Allen Cloessner, Cody C. Compton, Ted James Dalgo Jr., Shuntel Monique Davis, Charles Lincoln Doyle, Paula Ruth Futrell, Pamela D. Gates, Kyle W. Higgs, Joshua Lee Norwood, Sally C. Victor

### DISTRICT 58 – CHASE

Bradley S. Edwards, Shandalynn M. Kenney, Christopher Scott Yell

### DISTRICT 61 – BATON ROUGE

Jeffrey Mark Albarracin, Elliott Drew Bizette, William Charles Blake, Brian O'Connell Crawley, Christopher Charles Crittenden, Matthew J. Deroche, Logan V. Giordano, Charles Alford Hill, Randy J. Netterville, Patrick A. Peltier, Dawn G. Picard, Jason C. Russo, Mark Edward Smith, Milton Thomas, Lester Lee Williams, Elton J. Wolf

### DISTRICT 62 – HAMMOND

Demareo Athey, Clint C. Cooper, Ryan B. Creel, Demetrius R. Cyprian, Lonnie George Ellis Jr., George A. Galloway, Darrell E. Grice, Roland Earl Bradford Lee, Catherine Lisa Mastin, Samuel Gwen Oliver, Phillip Rowell, Vivian C. Smith, Tamesha R. Tate

### HEADQUARTERS & OTHER

Latasha Benjamin Banks, Gilbert Bonnet, Steven J. Bowling, Jerome Charles, George Eme Chike, Charles J. Crane, Virgil J. Delpit, Earl Dunbar II, Megan La Rue Elliott, Makisha L. Foster, Derrica Nicole Fox, Alainna Roach Giacone, Ejanna Guidry, Rebekah L. Hagan, Tamira K. Harper, Jennifer Marie Hazure, Keegel Carter Henderson, Douglas Kirk Hinton, Terry R. Holden, Juliette F. Jasper, Latoya Nicole Jefferson, Carol C. Johnson, Karen Haydel Kimball, Mark Henry Lahare, Laura Christine Lampin, Ashely V. Landry, Lisa Cordes Landry, Tiffny Michelle Lejeune, Melicia R. Lemoine, Roy Glen Lowery, Randy Paul

Madere, Jaime Elizabeth Malveaux, Miesha Martin, Megan C. McLellan, Barbara V. Mooney, Mitchell Lee Morton, Nora Michelle Muse, Jamie Bordelon Ridge, Lisa Vincent Roberts, Sugarray Robinson, Penny Boudreaux Rodriguez, Casey R. Rozas, Trini Elizabeth Sanders, Anitrea Nicole Scott, Kristy L. Smith, Rose Houston Smith, Alicia Ann Solomon, Nykisha Myrie Solomon, Tyressee L. Sullen, Jolynne Amelia Thompson, Kenneth D. Williams, Judy Ann Youngblood, Kirk M. Zeringue

## PROMOTIONS

### DISTRICT 02 – NEW ORLEANS

John P. Donnelly, Ronald Francis Gibson, Jeffery W. Monfrey

### DISTRICT 03 – LAFAYETTE

Joseph R. Guillory, Gregory Rene Rost, Gregory J. Sylvester

### DISTRICT 04 – BOSSIER CITY

Kenneth D. Roberts

### DISTRICT 05 – MONROE

Jason E. Crump, James W. Jackson, Dalton Edward Newell

### DISTRICT 07 – LAKE CHARLES

Ronald Keith Banks, Andrus Cross, Gregory J. Horn, Mark Wayne Robert, Lisa Jo Romero, Joseph E. Trahan

### DISTRICT 08 – ALEXANDRIA

David William Bell Sr., Terry J. Dupuy, Pamela D. Gates, Cheryl Elaine George, Philip L. Shackleford, Jason R. Stokes, Michelle Marie Young

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*See PERSONNEL, page 9*



## PERSONNEL (continued from page 8)

### DISTRICT 58 – CHASE

Justin Z. Currington, John W. Dupuy, John Victor Faircloth, Timothy W. Langley, Caryn Denise Stanley

### DISTRICT 61 – BATON ROUGE

Clint Joseph Gueho, Joseph A. Jarreau, Michael D. Vosberg

### DISTRICT 62 – HAMMOND

Harold Scott Bankston, Phil S. Bankston, Tyrone C. Brumfield, Tommy M. Garner, Thomas Eric Jenkins, David Paul Rogoz Jr., Christopher A. Spears, Benjamin Strickland, Steve R. Travis

### HEADQUARTERS & OTHER

Keisha Denise Alexander, Simone A. Ardoin, Tanya Ann Bankston, Patricia Ann Bergeron, Jenard Ordell Blaine, Kevin D. Blunck, Gilbert Bonnet, Brian Keith Carter, Rittirong Charoenpap, Mark A. Chenevert, Jody James Colvin, David Crow, Edna Mae Dawson, Pamela C. Dixon, Jo Ann A. Fernandez, Mindy L. Gibson, James J. Glynn Jr., Willis E. Grice Jr., Jeffrey Benard Hale, Billy Dennis Ray Hebert, Joseph Warren Hoff, Randall L. Jarreau, Shawana K. Leonard, Shane A. Maddie, Gary R. Magee, Darrell J. Moore, Raymond L. Nash, Amanda Williams Ratcliff, Laura Marie Riggs, Randal D. Sanders, Donna Salamoni Stinson, Robyn R. Stoufflet, Sadi Torres-Vecchini, Joseph D. Webre Jr., Janice Poplin Williams, Tanya L. Wilson, Chad Philip Winchester, Li Yang, James Edwin Yates, Zhongjie Zhang

### RETIREMENTS

#### DISTRICT 02 – NEW ORLEANS

Bernard J. Ewald, Cynthia M. Nelson

### DISTRICT 03 – LAFAYETTE

Gerald J. Abel, Rickey D. Braus, Beverly Williams Dupont, Raymond Ina, David C. Richard, C.R. Villejoin

### DISTRICT 04 – BOSSIER CITY

Mary E. Born, Robert J. Disotell

### DISTRICT 05 – MONROE

Sheldon Roy Baker, Glen C. Duke, John Allen Smith

### DISTRICT 07 – LAKE CHARLES

Donald R. Ardoin, Mark H. Benoit, Christine A. Boudreaux

### DISTRICT 08 – ALEXANDRIA

Herman G. Carter, John P. Gagnard, Edmond Lowe, Janice Faye Miller, Rex T. Stephens, Robert Todd Willie

### DISTRICT 58 – CHASE

Freddie G. Dupuy, Sherry R. Hunt, Roy E. Mayes

### DISTRICT 61 – BATON ROUGE

Michael B. Fernandez

### DISTRICT 62 – HAMMOND

Danny Creel, Will Ernest Davis, James D. Gates, Carlos C. Hurd, Glenn W. King, Norman G. Rivers Jr., Vivian C. Smith

### HEADQUARTERS & OTHER

Julius L. Acklin, Joy Ballard, Mary Susan Blanchard, Melba Bounds, Grace E. Chatman, Kenneth Hamilton Davis, Charlene J. Dean, James M. Dousay, Linda C. England, Roosevelt England, James C. Gist III, Hazel Mae Knighten, Bertha Lambert, Pamela J. Leon, Jack Carl Manno, Joseph S. Modicut, Ngoan N. Ong, Virginia Sanders, Shyam N. Shah, Mary D. Stockwell, Neal C. Thibodeaux

## Technology Transfer

The following became certified inspectors between Sept. 1 and Nov. 30:

### ASPHALTIC CONCRETE

#### PLANT INSPECTION

Daniel Joseph Cotton District 61

### EMBANKMENT AND BASE

#### COURSE INSPECTION

|                      |             |
|----------------------|-------------|
| Lance P. Pitre       | District 03 |
| Larry P. Primeaux    | District 03 |
| Laquette F. O'Bannon | District 04 |
| John C. Bourque      | District 61 |
| Joshua D. Cook       | District 61 |
| Frank Delaine Jones  | District 61 |

### STRUCTURAL

#### CONCRETE INSPECTION

|                        |             |
|------------------------|-------------|
| Jason E. Crump         | District 05 |
| James C. Hilliard, Jr. | District 05 |
| Bradley T. Waller      | District 05 |
| Philip A. James        | District 08 |

### ASPHALTIC CONCRETE

#### PAVING INSPECTION

|                         |             |
|-------------------------|-------------|
| Cheryl S. Barnes        | District 02 |
| Tyrrell Wiley Reinhardt | District 02 |
| Kyle J. Tircuit         | District 61 |
| Ernest A. Matherne Jr.  | District 62 |

### PORTLAND CEMENT

#### CONCRETE PAVING INSPECTION

|                   |             |
|-------------------|-------------|
| Kenneth Ray Dugas | District 03 |
| Casundra D. Downs | District 05 |
| Kevin R. McLeod   | District 05 |
| Walter B. Smith   | District 05 |
| Vance L. Trichel  | District 05 |

## QUARTERLY RECOGNITION AWARDS

(QUARTER ENDING JUNE 2006)

|   |   |  |   |
|---|---|--|---|
| <b>Headquarters</b><br><b>Employee of the Quarter</b><br>Terri J. Monaghan<br><b>Manager of the Quarter</b><br>Carol Cranshaw<br><b>Best Team Effort of the Quarter</b><br>Kurt Brauner, Ahmad Burnos, Stephanie Cavalier, Marcella Cummins, Artur D’Andrea, Brian Delatte, Joseph Douglas III, Paul Fossier Jr., Zhengzheng “Jenny” Fu, Phillip Gelpi, Garland Grass, Stewart Hingle, Darrell Hymel, Carl Krumm, Jenan Nakhleh, Charles Nickel Jr., Mark Ordogne, Peggy Jo Paine, Ryan Reviere, Paul Vaught III, R.J. Scallan II, Kristopher Wascom and Kian Yap | Mack, Francis Nguyen, Lam Nguyen Sr., Claude Stanley Jr., Steven Strength and William Welsh<br><br><b>District 03</b><br><b>Employee of the Quarter</b><br>Gerald Joseph<br><b>Manager of the Quarter</b><br>No recipient<br><b>Best Team Effort of the Quarter</b><br>Kenneth Dugas, Dell Hebert III, Carl LeBlanc and Robert Trahan.<br><br><b>District 04</b><br><b>Employee of the Quarter</b><br>No recipient<br><b>Manager of the Quarter</b><br>No recipient<br><b>Best Team Effort of the Quarter</b><br>No recipient | Hogard, Larry Keene<br><br><b>District 07</b><br><b>Employee of the Quarter</b><br>Terry Dartez<br><b>Manager of the Quarter</b><br>Jerry Racca<br><b>Best Team Effort of the Quarter</b><br>John Faulk and Lori Leger<br><br><b>District 08</b><br><b>Employee of the Quarter</b><br>Bobby L. Bynog<br><b>Manager of the Quarter</b><br>Huey Maloy Jr.<br><b>Best Team Effort of the Quarter</b><br>Richard T. Russo and Charles E. Stokes<br><br><b>District 58</b><br><b>Employee of the Quarter</b><br>Liza Ezell<br><b>Manager of the Quarter</b><br>Glen Smith<br><b>Best Team Effort of the Quarter</b><br>Debra Beard and G. Killingsworth<br><br><b>District 61</b><br><b>Employee of the Quarter</b> | James Sublett III<br><b>Manager of the Quarter</b><br>No recipient<br><b>Best Team Effort of the Quarter</b><br>Charlotte Dillon and Eileen Lemoine<br><br><b>District 62</b><br><b>Employee of the Quarter</b><br>JoDee Ortego<br><b>Manager of the Quarter</b><br>Sarah Kemp<br><b>Best Team Effort of the Quarter</b><br>Jonathan Bickham, Jimmy Britt, James Fauntleroy, Donald Grace, Chenette Hymel, Thomas Layrissou, Larry Magee, Traci Maurin, Daniel Mayeux, James McCann, Vernon Rome and Sandra Sharp<br><br><b>CCCD</b><br><b>Employee of the Quarter</b><br>No recipient<br><b>Manager of the Quarter</b><br>Gerard Feraci<br><b>Best Team Effort of the Quarter</b><br>Theron Armstrong, David Butler and Michael Wood |
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Nine thousand, two hundred copies of this public document were published in one printing at a cost of \$925. This document was published by Moran Printing Inc. under authority of the Louisiana Department of Transportation and Development. This material was printed in accordance with standards for printing by State Agencies established in R.S. 43:31. Printing of this material was purchased in accordance with the provisions of Title 43 of the Louisiana Revised Statutes.

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# MAILBAG



Dear Friends:

Your publication [Commuter Lines] stirs ancient memories of my 31 years at the department. I hope I will continue to be a recipient of this enjoyable and informative document for the remainder of my retirement years.

Although I have become an octogenarian, I find life still intriguing and I manage to stay occupied mentally and physically. As evidence of my activity, I am sending you a copy of the second of my three novels, "Beside the Still Waters," which is a tale of the experience of a young engineering student while employed by the Department during a summer. It is, of course, entirely fictitious.

The cover photography was supplied by the department, giving me added pleasure.

Sincerely,  
Philip K. Jones  
Retired General Counsel

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Dear Kirt [Clement],

Good to see you at the Hall of Honor induction ceremonies. You are always a pleasure to be with. You and your staff's efforts in all of this make my role much easier. Please thank Mr. [Mark] Lambert and Mr. Dustin Annison for all they did for me.

Kirt, it is a wonderful thing to be inducted into the La. Highways and Transportation Hall of Honor. I feel very gratified and honored.

As I have told you in the past, my tour in Louisiana with the FHWA was the most challenging and rewarding assignment of my career. You people of Louisiana are truly "my kind of people."

Thanks,  
Morris C. Reinhardt  
Former Louisiana Division Administrator, FHWA

Mr. [John] Oglesby,

It is my understanding that Mrs. Linda England will soon retire after giving over 40 years of service to DOTD. Her retirement is well earned, as she has dedicated her professional skills to the project control section for this entire period of time, serving persons such as J. L. Wax, Paul Drury, Ken Johnson, Paul Griffin, Rom Payment, Bob Pierce, Steve Cumbaa and now yourself in the project control section.

Her professional application to works of the project control section has not gone unnoticed by the undersigned, and we wish her well in her retirement.

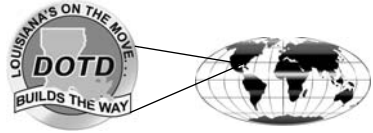
Just wanted to share the atta-girl comments on behalf of those she has served over these many years. Good luck to Linda in her retirement!

Yours Truly,  
Jack B. Harper  
CEO, Gulf Industries Inc. and Affiliated Companies

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**COMMUTER LINES**

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## Airline Highway opens new lanes ahead of schedule

**D**OTD opened the Airline Highway Widening project to traffic Nov. 3, 26 days ahead of schedule.

The project added a third lane in both directions of Airline Highway, from just south of Cedarcrest to Florida Boulevard.

DOTD upgraded traffic signals using video detectors near the signals rather than loop detectors in the pavement and added dual left-turn lanes on Airline Highway at Goodwood Boulevard, Old Hammond Highway and Coursey Boulevard.

The improvements reduce peak-hour travel time from Florida to Bluebonnet Boulevard by about 50 percent. A 20-percent reduction is expected going northbound.

"Congestion on this road was already bad and has increased since Hurricane Katrina," said DOTD Secretary Johnny B. Bradberry. "Realizing that, we reduced traffic disruptions during rush hour by doing most of the work at night."

DOTD also added a new customer service element to this project. A pilot program was imple-



*Airline Highway in Baton Rouge was widened to three lanes from just south of Cedarcrest to Florida Boulevard.*

mented using the Customer Service Center as a point of contact for updates on the status of the project.

"Our e-mail updates received an overwhelmingly positive response from local businesses and the general public," said DOTD Customer Service Manager Peggy Bueche. "We plan to apply this proactive approach to future projects such as the Perkins Road Widening project, which is scheduled to begin next year."

The Airline Highway Widening project, which began on March 13, cost \$16.9 million and was originally scheduled for completion Nov. 29. The contractor was Barber Brothers Contracting Co.